MULTIMEDIA UNIVERSITY

STUDENT IDENTIFICATION NO

MULTIMEDIA UNIVERSITY

FINAL EXAMINATION

TRIMESTER 3, 2021/2022

BHR2034 – HUMAN RESOURCE MANAGEMENT

(All sections/groups)

11 August 2022
9.00 a.m. – 11.00 a.m.
(2 Hours)

INSTRUCTIONS TO STUDENTS

1. This question paper consists of **ONE (1)** pages excluding the cover page.
2. Answer ALL questions. The distribution of the marks for each question is given.
3. Total marks for this exam are 100 marks.
4. Please write your answers in the answer booklet provided.

QUESTION 1

a) Explain the difference between line authority and staff authority. Discuss the type of authority that human resource managers usually have. **(10 marks)**

b) Describe how job analysis supports human resource management activities. Briefly describe one of the methods commonly used for gathering job analysis data. **(15 marks)**

(TOTAL 25 MARKS)

QUESTION 2

a) Discuss the off-the-job techniques for training and developing managers that could be implemented by the organization. **(10 marks)**

b) As an HR manager, you will most likely interview job candidates. Discuss the actions that you can take to ensure that an interview is effective and identify the errors that can undermine the effectiveness of interviews. **(15 marks)**

(TOTAL 25 MARKS)

QUESTION 3

a) Identify the five reasons for the need to appraise subordinate's performance. **(10 marks)**

b) Explain how employers could improve the chances of success for an expatriate. **(15 marks)**

(TOTAL 25 MARKS)

QUESTION 4

a) Define collective bargaining and when an impasse occurs. **(10 marks)**

b) Identify some positive reinforcement rewards that a manager could use on a day-to-day basis to reward employees. **(15 marks)**

(TOTAL 25 MARKS)

End of Paper